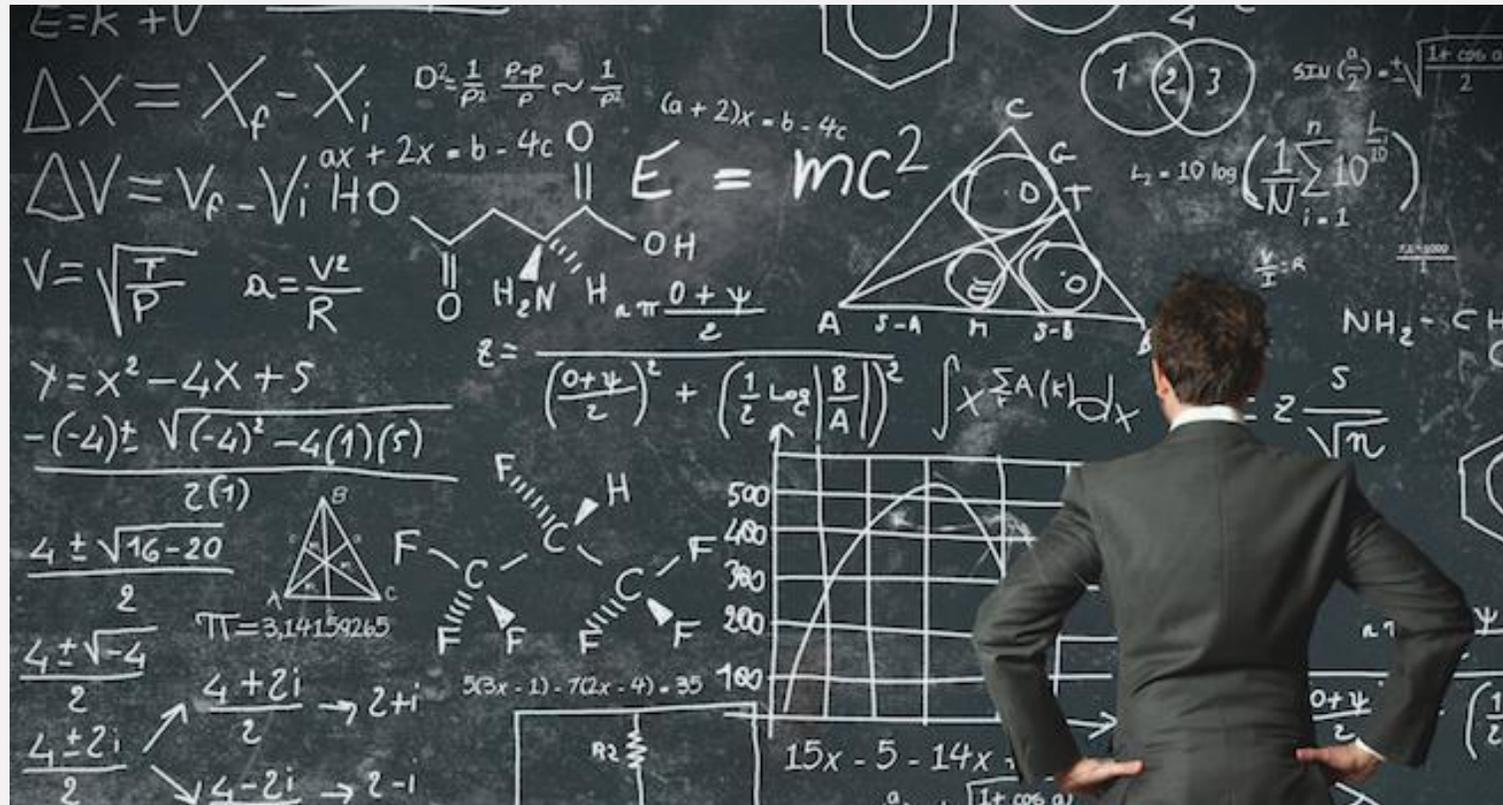


SHAKE UP YOUR SUPERVISION

WHAT DO WE KNOW ABOUT SUPERVISION?

- Not a lot...
- Enhanced job satisfaction
- More likely to stay
- Group supervision may help with critical thinking

SUPERVISION IS COMPLICATED



GOOD SUPERVISION IS NOT THE SAME AS GOOD MANAGEMENT

- What makes a good manager?
 - A passionate desire to help children and families
 - A commitment to supporting staff, come what may
- What makes for good supervision?
 - ??

SHORT CUTS AND EASY WINS



HAVING SUCCESSFULLY UNDERMINED
THE BASIS FOR MY OWN TALK...

- Some tips for shaking up your supervision

TIME AND SPACE

- Given sufficient time and space, most managers and social workers will demonstrate how skillful they are.

TIME AND SPACE

Update
from SW



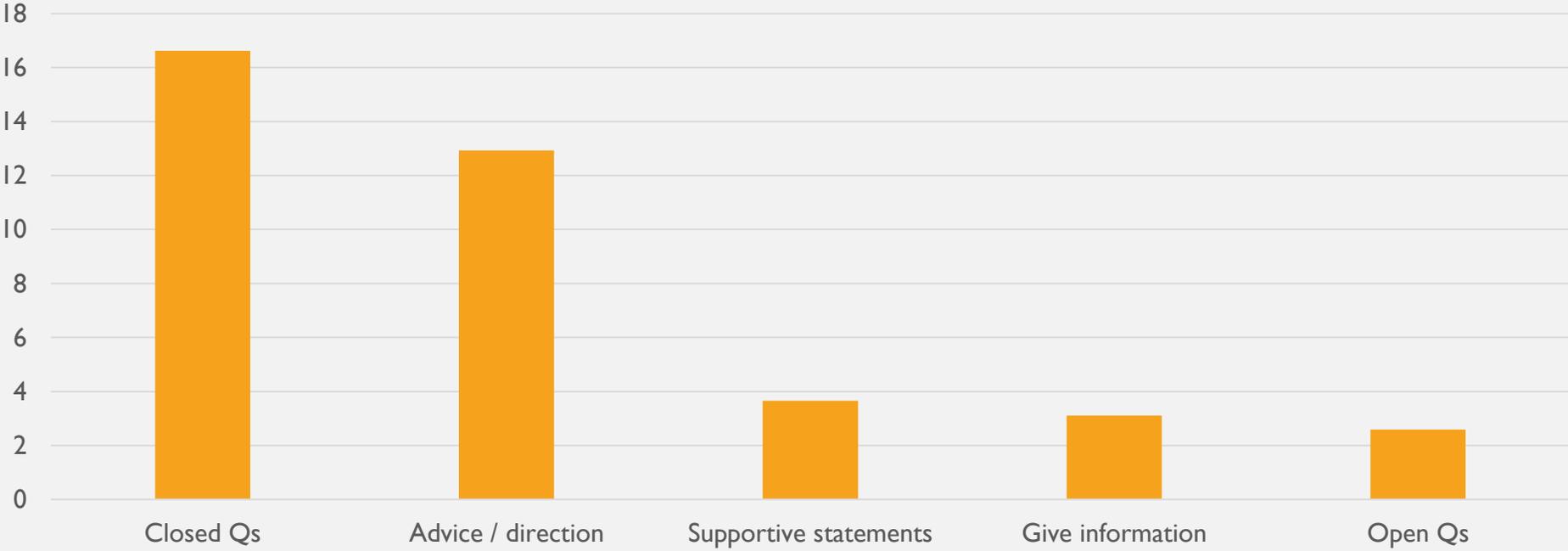
Identify
problem



Provide
solution

TIME AND SPACE

What do managers do in supervision? (per session)



STOP TYPING AND LISTEN

- Tap, tap, tap, tap, tap, tap...

STOP TYPING AND LISTEN

Manager: What do you think might be going on, why does this mother find it so hard to relate to her son?

SW: It could be all kinds of things. Maybe his behaviour is too much for her, maybe he scares her a bit.

Manager: (Typing) Yes because I know you've said to me before he is much taller than her and he can be quite intimidating.

SW: Yes, it could be that. I also wonder if, maybe, in some ways, she doesn't really, I mean, I don't know if this is true, I'm just thinking, maybe she kind of loves him less than her daughter, I don't mean less really, I think maybe differently is the right word.

Manager: (Typing) So she might not really love him?

SW: No, no, no. Not that, I don't mean love him, I mean she might find it harder to relate to being a teenage boy because of course, she can relate to being a teenage girl and maybe the things her daughter is going through, but as dad's not around, there's no-one maybe who can talk to the son in the same way.

TIPS ONE, TWO AND THREE

- Give it sufficient time and space
- Try to stop typing
- Limit the social worker's update (time it if you have to)



STOP TRYING TO FIX EVERYTHING

- Managers as expert problem-solvers

STOP TRYING TO FIX EVERYTHING

Mum: I don't know why everyone keeps asking me about this, I don't have a problem with alcohol

SW: But you do like to drink? And sometimes you do get so drunk you don't manage to come home.

Mum: That's not the same as having an alcohol problem! I've never said I don't drink. Lots of people drink like that. I don't drink in the mornings, I don't hide my drinking, so why would I go to AA?

SW: But if you went to AA, they might be able to help and you don't know until you try.

Mum: People round here would laugh at me if I went to AA. I'm not an alcoholic so why do I need to be anonymous about it?

STOP TRYING TO FIX EVERYTHING

- Contact the police for more information about the incident of DV (87%)
- Undertake a joint home visit (with a more experienced colleague) to see the mother and baby (83%)
- Contact other professionals (e.g. health visitor) for more information and to inform them of the incident (54%)
- Contact the father (25%)
- Hold a strategy meeting (21%)

TIPS FOUR AND FIVE

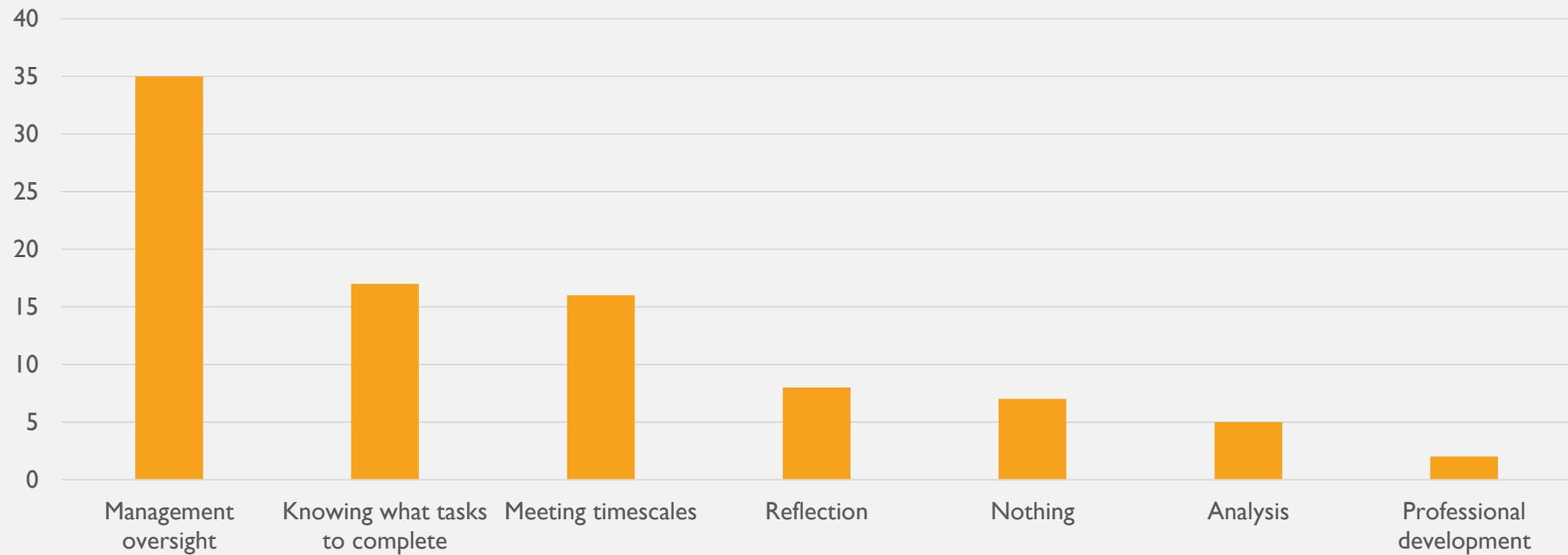
- Act as an expert problem-solver only when necessary
- Ask the social worker what they think they should do (and why...more on this later)

AGREE THE PURPOSE AND IDENTIFY A FOCUS

- What is supervision for?
- What purpose does it serve?
- Who gets to decide what purposes it serves?
- How would you know if you were achieving those purposes?

AGREE THE PURPOSE AND IDENTIFY A FOCUS

What does supervision help with most?



AGREE THE PURPOSE AND IDENTIFY A FOCUS

Manager: What do you need to talk about today?

SW: Well...the case. How the case is going.

Manager: And how is it going?

SW: Mum missed a couple of appointments last week.

Manager: So is that what we need to talk about?

SW: Although she did manage to get her children to school on time everyday last week.

Manager: So we could think about how she was able to do that?

SW: Dad still won't meet with me, I left him two messages already today.

Manager: Perhaps we could talk about how you might work with dad in a different way?

SW: But I am talking about it, I'm telling you already.

AGREE THE PURPOSE AND IDENTIFY A FOCUS

- Why does the child not want to meet with me?
- How come mum has been able to get her children to school on time?
- Why is the father resistant to meeting with me?
- What should I do the next time I visit the family?
- How can I raise the issue of domestic violence with the father?

TIPS SIX AND SEVEN

- Talk with your social workers about the purpose of supervision – what is it for? How would we know if it's working?
- At the start of each significant discussion, agree what questions / dilemma / issue you need to focus on – and then make sure you focus on it.

TALK ABOUT 'HOW' AND 'WHY'



TALK ABOUT 'HOW' AND 'WHY'

Manager: You've seen Billy?

SW: Seen yes but he isn't talking... On my second visit, I asked Nan to let Billy know I was coming, I was able to speak with him through a locked door.

Manager: So where is he? So you spoke through the kitchen door to the living room?

SW: No, this was in his bedroom. He locked the door and I asked about coming back at a better time, he said no.

Manager: So you haven't spoken to him about the state of his room or attending college?

SW: About anything.

Manager: So you didn't speak to him yesterday?

SW: No. He doesn't really speak to anyone.

Manager: What's key is having a CIN meeting as soon as possible. And you do need to arrange to go and see Billy at home as soon as possible really, this week if you can.

TIP EIGHT

- When talking about what you (or the social worker) might do, make sure you spend time thinking about ‘how’ and ‘why’ (not just ‘what’ and ‘when’)

TIP NINE: USE DIFFERENT PERSPECTIVES



SUMMARY

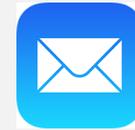
- Find sufficient time and space
- Stop typing, if only for 5 – 10 minutes
- Limit the social worker's update
- Stop trying to fix everything
- Agree the purpose of supervision
- For each significant discussion, identify and agree a focus
- Talk about how and why
- Adopt different perspectives

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